

Role Description

Integration Lead ICT

Cluster	Regional NSW
Agency	Local Land Services
Division/Branch/Unit	Finance and ICT team
Role number	TBC
Classification/Grade/Band	Advisory and Technical Stream LLS Grade 8
ANZSCO Code	261112
PCAT Code	1126492
Date of Approval	September 2020
Agency Website	www.lls.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department has responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Local Land Services (LLS) is an Executive Agency related to the cluster. It provides quality, customer-focused services to landholders and the community across New South Wales. This regionally-based organisation brings together a wide range of service and advisory functions including agriculture, biosecurity, natural resource management, land management, biodiversity, emergency services, private native forestry and the Soil Conservation Services.

Primary purpose of the role

The Integration Lead ICT provides specialist technical advice in relation to the organisation's existing processes and is responsible for planning, problem-solving and implementing requirements of ICT programs. In addition, helps to develop technology solutions and map business requirements to systems/technical requirements to ensure they are in line with the enterprise architectural plan. The role partners with clients to ensure solutions are designed to meet business/user requirements that align to the overall strategy and enterprise architecture.

Key accountabilities

- Lead the integration workshops with stakeholders and vendors to develop and review the detailed interface design and data/information flow diagrams for the MyLLS program
- Manage and coordinate the delivery of annual LLS programs produced through ICT systems
- Review, interpret and respond to detailed business requirements specifications to ensure alignment between customer expectations and current or future ICT capability
- Develop, test and implement technology solutions and report on delivery commitments to ensure solutions are implemented as expected and to agreed timeframes

- Provide expert process and system advice and develop recommendations to enable informed development and management decisions and the implementation of risk mitigation strategies.
- Work with key stakeholders to identify how changing business requirements may be delivered with existing solutions
- Share knowledge as part of a multi-disciplinary team, sharing lessons learnt, facilitate cross learning and mentor team members to build technical expertise and best practice
- Partner with business units to develop detailed solution requirements and/or technical specifications which will be used as the basis upon which to procure or develop ICT solutions.

Key challenges

- Identifying system, infrastructure and project interdependencies and balancing competing demands to ensure project deliverables are achieved.
- Researching information and analysing data and reports to ensure compliance with relevant Government policy priorities, legislative requirements and regulation.
- Working in a decentralised and changing environment and managing, coordinating, overseeing and undertaking a large number of competing, diverse and disparate activities, tasks and priorities.

Key relationships

Who	Why
Internal	
Director ICT	<ul style="list-style-type: none"> • Receive and provide information, discuss work programs, projects and priorities
Principal Project Officer MyLLS Project Manager	<ul style="list-style-type: none"> • Receive and provide information in relation to MyLLS program and discuss priorities
Work team	<ul style="list-style-type: none"> • Work collaboratively to contribute to achieving multiple team's business outcomes • Participate in meetings to obtain the work group perspective and share information
Clients/customers	<ul style="list-style-type: none"> • Resolve and provide solutions to issues • Develop and document solution requirements
External	
Vendors / Suppliers	<ul style="list-style-type: none"> • Evaluate options for solutions and services • Incorporate external requirements and features in solution designs

Role dimensions

Decision making

The role:

- Operates with significant autonomy in determining day to day work priorities in consultation with the Manager.
- Is fully accountable for the content, accuracy, validity and integrity of advice provided.
- Works in consultation with the Director on matters that are sensitive and /or contentious to agree on a suitable way forward

Reporting line

The role reports to the Director ICT

Direct reports

NA.

Budget/Expenditure

Nil

Essential requirements

- Tertiary qualification in a relevant discipline and/or equivalent relevant experience

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Keep up to date with relevant contemporary knowledge and practices Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate and maintain a high level of personal motivation 	Adept
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept
 Relationships	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relationships with internal and external stakeholders Anticipate and minimise conflict 	Adept
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work Initiate, prioritise, consult on and develop team and unit goals, strategies and plans Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses 	Adept

- Ensure current work plans and activities support and are consistent with organisational change initiatives
- Evaluate outcomes and adjust future plans accordingly

Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues
- Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others
- Take account of the wider business context when considering options to resolve issues
- Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements
- Implement systems and processes that are underpinned by high-quality research and analysis
- Look for opportunities to design innovative solutions to meet user needs and service demands
- Evaluate the performance and effectiveness of services, policies and programs against clear criteria

Advanced



Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Champion the use of innovative technologies in the workplace
- Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies
- Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes
- Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes
- Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies

Advanced

Project Management

Understand and apply effective planning, coordination and control methods

- Understand all components of the project management process, including the need to consider change management to realise business benefits
- Prepare clear project proposals and accurate estimates of required costs and resources
- Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy

Adept

- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects



Manage and Develop People

Engage and motivate staff, and develop capability and potential in others

- Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
- Look for ways to develop team capability and recognise and develop individual potential
- Be constructive and build on strengths by giving timely and actionable feedback
- Identify and act on opportunities to provide coaching and mentoring
- Recognise performance issues that need to be addressed and work towards resolving issues
- Effectively support and manage team members who are working flexibly and in various locations
- Create a safe environment where team members' diverse backgrounds and cultures are considered and respected
- Consider feedback on own management style and reflect on potential areas to improve





Intermediate

Complementary capabilities


Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
	Strategy & Architecture, Technical Strategy & Planning, Solution Architecture	Level 5 – ARCH
	Solution Development & Implementation, Systems Development, System Design	Level 5 – DESN
	Strategy & Architecture, Business Strategy & Planning, Innovation	Level 5 - INOV
	Strategy & Architecture, Advice and Guidance, Consultancy	Level 5 - CNSL

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-Category	Level and Code	Level Descriptions
Strategy & Architecture Technical Strategy & Planning	Level 5 ARCH	Solution Architecture (ARCH) - Uses appropriate tools, including logical models of components and interfaces, to contribute to the development of systems architectures in specific business or functional areas. Produces detailed component specifications and translates these into detailed designs for implementation using selected products. Within a business change programme, assists in the preparation of technical plans and cooperates with business assurance and project staff to ensure that appropriate technical resources are made available. Provides advice on technical aspects of system development and integration (including requests for changes, deviations from specifications, etc.) and ensures that relevant technical strategies, policies, standards and practices are applied correctly.
Strategy & Architecture Technical Strategy & Planning	Level 5 DESN	System Design (DESN) - Specifies and designs large or complex systems. Selects appropriate design standards, methods and tools, consistent with agreed enterprise and solution architectures and ensures they are applied effectively. Reviews others' systems designs to ensure selection of appropriate technology, efficient use of resources, and integration of multiple systems and technology. Contributes to policy for selection of architecture components. Evaluates and undertakes impact analysis on major design options and assesses and manages associated risks. Ensures that the system design balances functional, service quality and systems management requirements.
Strategy & Architecture Advice and Guidance	Level 5 CNSL	Consultancy (CNSL) Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution. Identifies, evaluates and recommends options, implementing if required. Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements. Seeks to fully address client needs, enhancing the capabilities and effectiveness of client personnel, by ensuring that proposed solutions are properly understood and appropriately exploited.